



**AUTOGUARD**  
WARRANTIES

# PREMIUM

WITH ROADSIDE ASSISTANCE & RECOVERY

Repair and Maintenance Plan



## MULTI-AWARD WINNING PROVIDERS



## IMPORTANT INFORMATION ABOUT YOUR PLAN

Here at Autoguard Warranties Our goal is to ensure You make the most of Your Plan and have peace of mind. So, whether You're a novice or an expert in motoring, We've put together the following key points so You always know what to expect.



### SERVICE HISTORY

One of the main reasons for a rejected **Repair Request** is lack of or gaps in service history. We cannot stress enough the importance of following the service requirements of Your Vehicle. All servicing must be carried out at a VAT registered garage.

More info on servicing can be located on page 12.



### WEAR & TEAR

Vehicle **Wear and Tear** is something that is simply unavoidable. Many moving parts and factors such as age and mileage mean naturally things start to degrade over time. However, We cannot and do not cover it all.

Please refer to page 10 to read more about **Wear and Tear** and exclusions of this Plan if applicable.



### COSTS

It is a requirement of the **Repair and Maintenance Plan** to get authorisation from Us first before getting the Vehicle repaired. Ensure You also check Your agreed **Labour Rate** as going above this means You will foot the bill for the difference.

More details can be found on page 5.



### VAT REGISTERED REPAIRERS

It is required that You always use a VAT registered garage or repairer so that there is clear audit trail. This not only safeguards You as Our valued customer, but Us too as a business that prides itself on integrity and transparency. Not using a VAT registered garage or repairer makes it much harder for Us to establish that the correct work has been done to Your Vehicle, with the correct parts and genuine hours of labour.



### EXCLUDED COMPONENTS AND FAILURES

Excluded components  
**Please read page 10 for a full list of all excluded components.**

For example:

- Brake callipers and calliper motors
- Wiring and electrical connections
- All internal and external lamps and LEDs

Excluded failures  
**Please read page 10 for a full list of all excluded failures.**

For example:

- Wear
- Fluid Leaks
- Seals/Gaskets
- Corrosion

## OUR TRANSPARENCY STATEMENT

The **Vehicle** must have a valid MOT, tax and insurance at all times for the duration of the **Plan**, failure to do so may lead to an unsuccessful **Repair Request**.

This **Plan** operates on a discretionary basis. This means We have the ultimate authority when assessing any **Repair Requests**. If Your **Repair and Maintenance Plan** has a duration greater than 13 months, Autoguard Warranties Ltd will reimburse a maintenance inspection on the **Vehicle**. Please note this is not an insurance product.

Please refer to page 8 for full details.

We will always work as hard as We can to ensure that the stress and inconvenience of having Your **Vehicle** out of action is as smooth as it can be. We endeavour to be fair with Our **Repair Request** process and assess everything on a case-by-case basis. We therefore ask that You take time to have a thorough read through all Your documentation to check Your understanding and confirm that this is the right **Repair and Maintenance Plan** for Your needs.

Ultimately, there may be times when We are unable to satisfy everyone, but We are committed to being as transparent as possible, acting fairly at all times, and upholding Your rights under the Consumer Rights Act 2015.

Should You have any questions please feel free to contact Us on the number below and We'll be happy to help:

**03432 271 499**

LINES ARE OPEN MONDAY TO FRIDAY 9AM - 5PM AND SATURDAY 9AM - 12PM

The monies received for this product will be treated as pre-payment and paid towards delivering any servicing, repairs and/or maintenance over the specified **Premium Repair and Maintenance Plan** period subject to the terms and conditions outlined in this booklet.

Please see pages 13-15.

Please note this **Premium Repair and Maintenance Plan** is not an insurance product which means no insurance premium tax (IPT) is payable.

We reserve the right to exercise discretion (as defined in this document) in relation to this product and the services within, and while doing so, We are committed to acting with transparency and fairness at all times and in keeping with the Consumer Rights Act 2015.

Our Plans are accredited to The Motor Ombudsman codes of practice which drive high standards of service giving Our customers added protection and peace of mind.

## HOW TO CONTACT US

Please read this **Repair and Maintenance Plan** carefully and keep it safe along with the **Agreement Form**. You will need these documents should You need to make a **Repair Request**.

If You do have any questions about this **Repair and Maintenance Plan** You should in the first instance contact the **Administrators**.

The contact details are:  
 CUSTOMER SERVICES / REPAIRS DEPARTMENT

**03432 271 499**

LINES ARE OPEN MONDAY TO FRIDAY 9AM - 5PM AND SATURDAY 9AM - 12PM

EMAIL

**info@autoguardwarranties.com**

Telephone calls may be recorded for quality assurance and compliance.

## CANCELLATION

We hope You are happy with the cover this **Repair and Maintenance Plan** provides. However, if after reading this document, this **Repair and Maintenance Plan** does not meet with Your requirements, please return to Your supplying dealer within 14 days of issue who will give You a refund if You have paid for it separately from the price of the **Vehicle**.

## DATA PROTECTION ACT 1998 AND GENERAL DATA PROTECTION REGULATION (GDPR)

Please note that any information provided to Us will be processed by Us and Our agents in compliance with the provisions of the Data Protection Act 1998 and GDPR, for the purpose of delivering any services, repairs and/or maintenance, and handling **Repair Requests**, if any, which may necessitate providing such information to third parties.

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## MAKING YOURSELF HEARD

It is **Our** intention to give **You** the best possible service however, if **You** do have a complaint concerning this **Repair and Maintenance Plan**, or the handling of a **Repair Request** **You** should, in the first instance, contact the Chief Executive Officer of the **Administrators**. The contact details are:

CEO  
 Autoguard Warranties Ltd  
 Building 5  
 Archipelago Office Park  
 Lyon Way  
 Camberley  
 Surrey, GU16 7ER

Tel: 03432 271 499  
 Email: [complaints@autoguardwarranties.com](mailto:complaints@autoguardwarranties.com)

Please ensure **Your Repair and Maintenance Plan** number, as found on **Your Agreement Form**, is quoted in all correspondence to assist a quick and efficient response.

This **Repair and Maintenance Plan** does not affect **Your** consumer rights. The above complaints procedure is in addition to **Your** statutory rights as a consumer.

For further information about **Your** statutory rights contact **Your** local authority Trading Standards Service or Citizens Advice Bureau.

In the event that **We** cannot resolve a complaint to **Your** satisfaction **You** may contact The Motor Ombudsman  
 Tel: 0345 241 3008  
[www.themotorombudsman.org/contact](http://www.themotorombudsman.org/contact)  
 or alternatively **You** can write to:

The Motor Ombudsman  
 71 Great Peter Street  
 London, SW1P 2BN



## HOW TO MAKE A REPAIR REQUEST

**If You consider You have a Repair Request DO NOT proceed with repairs until the Repair Request has been approved.**

If the **Vehicle** shows signs of an imminent failure, **DO NOT** continue to use it. This may aggravate the problem and cause greater damage for which **We** will not be liable. **Your** repairer must find the cause of the problem and verify if it is covered by the **Repair and Maintenance Plan**.

Please note: **Your** repairer must be VAT registered.

- Your** repairer must telephone the Repairs Department on 03432 271 499. At that time the following information will be required:  
**Repair and Maintenance Plan** number  
**Plan** holder's name  
 Current mileage  
 Nature of **Repair Request**  
 Total cost  
 Service history (if applicable)
- If the failed component is listed under this **Repair and Maintenance Plan** **You** must obtain authority from the repairs department before commencing any repairs. Admission of liability is conditional on the terms and conditions of this **Repair and Maintenance Plan** being adhered to, for example, servicing.
- On receipt of any supporting service invoices (where required), **We** may approve repairs immediately or alternatively: call for other estimates; nominate another repairer; investigate the **Repair Request** further; request other forms of supporting evidence e.g. photo/video; or appoint an independent assessor to inspect the **Vehicle** and or failed components.

**We** will not pay for any stripping down of the **Vehicle** or parts to determine the cause of the failure unless **We** accept the **Repair Request**. The most **We** will pay in total is restricted to the **Repair Request Limit** as noted on the **Agreement Form** for a single **Repair Request** and up to the **Vehicle** purchase price in total.

- When repairs are approved a **Repair Request** number will be issued for the repairs to be carried out, along with a **Repair Request** form to be signed and dated by the **Repair and Maintenance Plan** holder.
- On completion of the repairs, send the following documents to the **Administrator** at the address on page 4 of this **Repair and Maintenance Plan**:
  - The repairers VAT invoice **MUST** be made to Autoguard Warranties Ltd, which must quote the **Repair Request** number, **Vehicle** details, failure mileage and details of who to pay.
  - Supporting documentation as requested by the **Repair Request** adviser such as the signed **Repair Request** form and proof of payment for the repair.

The **Administrator's** working hours are 9am - 5pm, Monday to Friday, and 9am - 12pm on Saturday, excluding bank/public holidays.

## PAYMENT OF REPAIR REQUEST

Once all supporting documents are received, the **Administrator** will reimburse **You** or the repairer, subject to the terms and conditions of the **Repair and Maintenance Plan**. If a balance is due, **You** must pay it direct to the repairer.

**Please Note:** **Repair Requests** are paid by bank transfer to the agreed payee so please include **Your** bank details when sending in **Your** documents.

**Repair Request** documentation must be received by the Repairs Department within 7 days of completion of repairs, otherwise they cannot be accepted. **Repair Requests** received beyond this date will be subject to review in terms of the reason for delay and it shall be at the **Absolute Discretion** of the company to accept such **Repair Requests**.

If **You** are VAT-registered, VAT on repairs under this **Repair and Maintenance Plan** can not be reimbursed.

## IMPORTANT NOTE

**You** are covered only for the parts described in this **Repair and Maintenance Plan**.

**You** are covered up to the **Repair Request Limits** shown on the **Agreement Form** or any lower limit that may be specified within this **Repair and Maintenance Plan**. **We** may insist that **Your** repairer use exchanged or reconditioned parts to effect a repair. If the part to be replaced has some wear, and the part improves the general condition or value of the **Vehicle**, **You** may be required to pay a specified amount towards the improvement. Please refer to the **Betterment** section of **Your Repair and Maintenance Plan** under the terms and conditions section.

The **Administrator** cannot agree to any **Repair Request** without providing a **Repair Request** number. The repairer should not start any repairs without this number. Please quote **Your Repair Request** number every time **You** contact **Us** about **Your Repair Request** and make sure the repairer includes this number on this invoice.

# PREMIUM

## WHAT IS COVERED?

### ENGINE

Rocker Assembly  
Hydraulic Followers  
Inlet and Exhaust Valves\*  
Valves, Springs and Guides  
Cylinder Head  
Cylinder Head Gasket  
Camshaft and Followers  
Timing Gears and Chains  
Oil Pump, Pistons and Rings  
Cylinder Bores  
Con Rods  
Gudgeon Pins  
Crankshaft  
Inlet Manifold\*  
Flywheel  
Turbo

### SUSPENSION

Wheel Bearings\*  
Coil Springs\*  
Active Suspension

### FUEL SYSTEM

Mechanical/Electrical Fuel Pumps  
Tank Sender Unit  
Airflow Meter  
NOX Sensor  
Injectors  
Oxygen Sensor  
Idle Control Valve  
Throttle Body  
Map Sensor

### ENGINE COOLING SYSTEM

Water Pump  
Engine Cooling Fan  
Thermostat  
Radiator  
Engine Oil Cooler & Heater Matrix  
Coolant Temperature Sensor

### STEERING

Steering Rack  
Steering Box  
PAS Pump  
Electronic Power Steering

### HYBRID AND ELECTRIC VEHICLES

Power Controller  
Electric Drive Motor  
Power Converter  
Power Inverter Module  
Coolant Heater  
On Board Charger  
Heat Exchanger  
Regenerative Brake Systems  
(Excludes Brake Pads & Discs)  
Hybrid Vehicle Control Modules  
Electric Vehicle Control Modules  
Electrical Battery Unit HVB\*  
(High Voltage Battery Pack)  
Cell Groups\*  
(Repair only, excludes Cell degradation  
and Cell damage due to over or under  
charging or water ingress)

### ENGINE MANAGEMENT

Engine Electronic Control Unit Only

## COMPONENTS INCLUDED IN YOUR REPAIR AND MAINTENANCE PLAN

### TRANSMISSION / DRIVETRAIN

Drive Shafts  
Universal Joints and Couplings  
Suspension  
Half Shafts  
Manual Gearbox  
Automatic Gearbox  
Torque Converter  
Differential

### ELECTRICAL SYSTEM

Starter Motor and Alternator  
Stop/ Start Technology  
Electric Window Motors  
and Switches  
Sunroof Motor and Switch  
Central Locking Motors  
Front and Rear Windscreen  
Wipers and Washer Motors  
Heater Fan Motor  
Multi-function Stalk Switch  
Convertible Roof Motors,  
Switches and Sensors  
Ignition Coils

### FRONT AND REAR BRAKES

Brake Master Cylinder  
Brake Servo  
Anti Locking Brake System-ABS  
ABS Modulator  
Wheel Speed Sensors

### ADDITIONAL COVER

#### Driver Interface Systems

Please note that these items will be covered up to 50% (including VAT), of Your Repair Request Limit, on original manufacturer's equipment up to a maximum of £1,000.

#### Hybrid Batteries

Please note that these will be covered up to 50% (including VAT), of Your Repair Request Limit, on original manufacturer's equipment up to a maximum of £1,000.

#### In-car Entertainment Systems (ICE) and Satellite Navigation Systems

Please note that these items will be covered up to 50% including VAT, of Your Repair Request Limit, on original manufacturer's equipment up to a maximum of £500.

#### Air Conditioning

Air conditioning and climate control systems. Please note that these items will be covered up to a maximum of 50% including VAT, of Your Repair Request Limit up to a maximum of £1,000.

*\*Age and Mileage Limitations Apply.*

*Please refer to page 12 for details of exclusions to cover under this Repair and Maintenance Plan.*

## ANNUAL MAINTENANCE INSPECTION

**You** are entitled for reimbursement of 1 (one) annual maintenance inspection at the start on each 1 (one) year period on products with duration 13 months or more. The reimbursement is at the stated rate within the product.

To arrange **Your** annual maintenance inspection, contact **Our** administration team on **03432 271 499** to obtain the agreed maintenance inspection check sheet.

Please contact **Your** selling dealer if they have workshop facilities on site. Alternatively, the maintenance inspection may be completed at any VAT registered garage. Autoguard Warranties Ltd will contribute up to half an hour (0.5 hours, up to a maximum of £50 inc. VAT) at **Your** stated **Labour Rate** towards the inspection costs.

**Your** repairer must contact the team at **Our** offices to obtain a repair authorisation number before work is started.

**You** should provide the repairer with the approved maintenance inspection report to complete.

Once completed send the maintenance inspection report to **Our** offices, along with the final VAT invoice made to Autoguard Warranties Ltd, clearly showing the obtained reference number, the **Vehicle** details and **Vehicle** registration number.

Whilst **We** accept responsibility for the quality of all maintenance inspections, the maintenance inspection is an inspection at that time only and does not replace the requirement for the **Vehicle** to be serviced and maintained as per the **Vehicle** manufacturer's stated schedule for service and maintenance.

## ANNUAL MAINTENANCE INSPECTION REPAIRS

Should **Your** annual maintenance inspection reveal an issue with **Your Vehicle**, please speak with **Your** supplying dealer, or repairer, who will explain:

- The work that is needed and may be covered by the **Repair and Maintenance Plan**
- The work that is advised, but not covered by the **Plan**

**You** can then decide to continue at **Your** expense.

## IMPORTANT

**You** must submit any **Repair Requests** before **Your Plan** expires. **We** cannot accept **Repair Requests** made after the expiry date or without an official Authority Number from Autoguard Warranties. Retrospective requests will not be considered.

The maintenance check must be completed within 60 days after **Your Plan** has been active for 12 months from its inception date. This annual check will include an inspection of the following items.

If any parts fail to perform their intended function or show signs of potential failure, the garage or repairer will notify **Us** and submit a maintenance request on **Your** behalf.

This request will be treated as part of **Your** Agreement and will be subject to the terms of **Your Plan**, including the defined **Repair Request Limit**.

### INTERIOR CHECK

Operation of In car entertainment

Operation of Sat Nav

Performance of instrument gauges and horn

Functioning of clutch (where applicable)

Handling of brake pedal

Parking brake performance

Functioning of interior lights

Operations of steering wheel controls

Check operations and condition of sunroof mechanism (if applicable)

Examine dashboard lights

Check operation of Aircon Climate Control System (where applicable)

Check heating system operation

### ENGINE COMPARTMENT CHECK

Check engine oil level and condition

Review engine and gearbox operation

Gear box levels manual/automatic (where applicable)

Fluid level brake, clutch, power steering washer reservoir and battery (including security)

Coolant system level (and condition)

For oil and water leaks

For excessive noise

### ROAD TEST CHECK

Satisfactory starting, general performance and behaviour of the vehicle

Particular attention to the operation of the clutch,

Transmission, steering suspension and brakes including A.B.S

Listen for abnormal noises

### EXTERIOR CHECK

Operation of exterior lighting equipment and respective control lights and cluster illumination

Execution of wipers and washers

Engagement of door locks

Efficiency of central locking

Operation of door windows (manual/electric)

Performance of parking sensors (where applicable)

### EXHAUST CHECK

Exhaust condition

Catalytic Converter

Diesel Particular Filter

### STEERING AND SUSPENSION CHECK

Operation and condition of steering for leaks

Status of front and rear suspension

## THE FOLLOWING EXCLUSIONS APPLY TO THIS REPAIR AND MAINTENANCE PLAN

### COMPONENTS & FAILURES NOT COVERED BY THIS REPAIR & MAINTENANCE PLAN

- Gradual deterioration of performance of a component in line with the age and mileage of the **Vehicle** will be classed as "**Wear and Tear**" and excluded from the **Repair and Maintenance Plan** unless additional **Wear and Tear** cover has been purchased.
- All bodywork and trim, seat belts (any part), glass (including heated screens and door mirrors), sunroof panels, fuel tank, wheels and tyres, air bags or disposal of air bags.
- External fluid leaks, odours, external oil leaks and seals.
- Consumable items such as, but not exclusively limited to light bulbs, drive belts, wiper blades, brake linings, brake discs, cylinders, cables, bushes, glow plugs, all pipes, all hoses, keys and key fobs.
- Blocked, porous or seized components.
- Brake calipers and caliper motors.
- Nuts, bolts and mounts and brackets
- Software, firmware or "flash" updates for any component.
- Seals & gaskets of any description, save where specifically covered, including but not limited to sealing compounds, silicone sealant and liquid gaskets.
- Clearing or cleaning of fuel lines or components, contamination of fuel system either by incorrect fuelling or water ingress.
- Clutch release bearing, concentric slave cylinders, centre plate and friction material.
- Electrical connections, LEDs, LCDs, remote controllers, all internal and external lamps, wiring looms and batteries.
- Exhaust system and catalytic converters (unless an additional fee has been paid) including but not limited to manifolds, mufflers, brackets, exhaust valve actuators and mountings. Including de-pollution or diesel particulate filters and systems and EGR Systems.
- Cylinder block liners for Vehicles over 3000 cc.
- Carbonised, pitted, corroded, burnt or sticking components.
- Water ingress and damage caused to any component by water ingress.
- Paint - the painting of parts replaced under the **Repair and Maintenance Plan** will not be covered.
- The cost of any servicing or service items.

### NOTE

- The replacement of oil filters, lubricants, antifreeze and fluids is only included when the replacement is necessitated by the failure of an authorised component, and the **Vehicle** is not within 1,000 miles of its next due service.
- External oil leaks are specifically excluded.
- Wheel Bearing, Coil/Leaf spring and Intake Manifold (including Flap motors and runners) failure will be covered on **Vehicles** up to 6 years old or 70,000 miles - whichever comes first.
- Where the failure has been confirmed on a diagnostic machine, the fault codes must be submitted as supporting evidence, along with the **Repair Request** invoice.
- The maximum contribution for diagnostics is £65 inclusive of VAT on a valid **Repair Request**. Diagnostics costs are **ONLY** paid on approved repair/s.

### EXTRA BENEFITS

The extra benefits listed below will be made available subject to the limits specified on the **Agreement Form**, provided the parts in need of repair are covered under the **Repair and Maintenance Plan**.

#### TRANSFER REQUEST

Subject to **Our** approval, and that no **Repair Requests** have been approved or paid, this **Repair and Maintenance Plan** may only be transferred with the **Vehicle** direct to a new private owner.

Application must be made to the **Administrator** within 14 days of the change of ownership. The **Administrator** will charge £35 for this service. Under no circumstances can this **Repair and Maintenance Plan** be transferred to another **Vehicle** or to/via any member of the motor trade. If the cover is transferred to a new owner the **Repair and Maintenance Plan** will not be subject to the cancellation period.

### BUMPER

**We** understand sometimes things can go wrong and **We** are here to help **You**. If **We** are unable to collect a payment on the scheduled date, **We** will reattempt **Your** payment within 7 days. **We** will also attempt to contact **You** to discuss **Your** situation. **We** will only charge a late payment fee if **You** have not paid **Us** within 7 days of the repayment date and **We** cannot agree a reasonable repayment **Plan** with **You**. The late payment fee will be £20, unless **Your** loan is under £200 in which case the fee will be 10% of **Your** loan amount.

Please note that any existing faults at the time of transfer will not be covered.

NOTE: If **You** have financed **Your Repair and Maintenance Plan** via Bumper any outstanding finance due at the point of transfer will need to be settled and evidenced to **Us** before the transfer can be actioned.

Note: This **Plan** is limited to one transfer during the **Period of Cover**.

**We** will also charge a reasonable fee if **We** need to instruct a third-party debt collection agency to assist **Us** in collecting **Your** loan. This step will only be taken if **Your** loan is three payments in arrears and **We** cannot agree a reasonable repayment **Plan** with **You**. If **You** think **You** are experiencing financial difficulties and are worried **You** are at risk of missing any of **Your** payments, please contact **Us**, and **We'll** do **Our** best to help **You**.

## SERVICE REQUIREMENTS

The **Vehicle** must be serviced in line with the manufacturer's recommended guidelines. If there is no valid service record book or printed service history supplied with the **Vehicle**, then the first service must be carried out within 10,000 miles or 12 months from date of purchase (whichever comes first). The service must be completed at a VAT registered garage and must consist of the following as a minimum requirement:

1. Change engine oil and filter.
2. Check oil levels in the gearbox and differential top up where necessary.
3. Check coolant level and anti-freeze/inhibitor strength top up where necessary.
4. Check timing belt (if fitted), and renew if necessary.
5. Brake fluid must be replaced in accordance with the manufacturer's recommendation.

If there is a valid service history supplied with the **Vehicle**, then the manufacturers recommended schedule must be followed. Servicing must be completed at a VAT registered garage and fully itemised invoices must be retained. Pre-delivery inspection will not be classed as a service. If any circumstances prevent the service being carried out at the correct time, Autoguard Warranties Ltd must be informed immediately by recorded delivery.

The only acceptable proof of servicing will be the fully detailed VAT service invoices indicating servicing dates and mileages and/or a correctly completed and fully stamped service booklet.

Please retain proof of all previous service invoices for **Our** inspection in the event of a **Repair Request**.

**Failure of the above service requirements will result in automatic rejection of the Repair Request and Your Repair and Maintenance Plan will become null and void.**

## FAILURES DISCOVERED DURING ROADWORTHY TEST / MOT

If **Your Repair and Maintenance Plan** has a duration longer than 12 months and the **Vehicle** has failed its annual roadworthy test / MOT due to a covered component that

has failed then **We** may look to assist with the costs of the repair in line with the terms and conditions of this **Plan**.

## TIMING BELTS

Otherwise known as camshaft drive belts.

If the timing belt breaks it can cause serious and unnecessary engine damage and inconvenience.

If **Your Vehicle** has a timing belt, please make sure it is in good condition and that it is checked and changed in line with the manufacturer's recommendation.

**No responsibility will be accepted for damage caused by the failure of a worn out/or incorrectly fitted timing belt.**

## DPF

If an additional fee has been paid for cover of diesel particulate filters, this component is covered up to a maximum contribution of £300 (plus VAT):

- towards cleaning the component, or,
- if after cleaning does not resolve the issue, towards a replacement.

This contribution can not exceed the maximum **Repair Request Limit** (as found on **Your Agreement Form**).

## TERMS & CONDITIONS

This section details the terms, conditions and exclusions of this **Repair and Maintenance Plan**:

1. Autoguard Warranties Ltd on behalf of the **Repair and Maintenance Plan** holder will provide **Administration** and **Repair Request** services in connection with **Mechanical Failures** as set out in this **Repair and Maintenance Plan** booklet and **Agreement Form** during the **Period of Cover** and will repair, or arrange for the repair of **Your Vehicle** as detailed in this booklet and the **Agreement Form**. The **Repair and Maintenance Plan** will not be valid unless Autoguard Warranties Ltd receives the full fee for the **Repair and Maintenance Plan**. Autoguard Warranties Ltd will not be liable if **We** do not receive the full fee from the dealer from whom **You** purchased **Your Vehicle** within 14 days, unless otherwise agreed, of **You** taking delivery of the **Vehicle**.
2. The **Repair and Maintenance Plan** does not apply to any **Vehicle(s)** used for competitive and/or timed racing of any sort, (including but not limited to off-road driving, **Vehicles** acting as a pace make and/or safety **Vehicles**), any **Vehicles** used by any emergency services (including but not limited to police, fire and ambulance service **Vehicles**), any military **Vehicles**, any **Vehicles** used by airport authorities or their agents/servants within the territorial boundaries of the airport (including runways and any outbuildings associated with the airport), any **Vehicles** used for hire or reward (including but not limited to taxis and self drive **Vehicles**), any **Vehicles** used by a driving school, any kit cars and any non-standard, customised or modified **Vehicles**.
3. The supplying dealer has given the **Administrator** **Your** information in order to validate the **Plan** for services between **You** and the **Administrator**.
4. **We** will not pay more than the **Repair Request Limit** shown on the **Agreement Form**, unless a lower, component-specific cap applies, which is detailed within this booklet.
5. No liability will be accepted for any **Repair Request** that is reported to the **Administrator** more than 7 days after the relevant fault is discovered.
6. No repairs may be carried out under the **Repair and Maintenance Plan** until the **Administrator** provides a **Repair Request** number for those repairs. Failure to obtain prior approval for any **Repair Request** will lead to the **Repair Request** being declined in its entirety. No liability shall exist in respect of parts supplied, repairs carried out or any other **Repair Request** under this **Repair and Maintenance Plan** other than **Repair Requests** in accordance with the procedures set out in this **Repair and Maintenance Plan** booklet. **We** reserve the right to seek the most cost-effective repair. This may include the approval of using reconditioned, remanufactured, refurbished or exchange parts / units.
7. Authorised repairs must be completed within 30 days of approval issue date. **Repair Request** documentation must be received by the **Repair Request** department within 7 days of completion of repairs, otherwise they cannot be accepted.
8. The maximum **Repair Requests** in aggregate **We** will pay during the **Period of Cover** is up to the purchase price of the **Vehicle** as stated on the **Agreement Form**.
9. The amount of time allowed for labour will be according to **Autodata** times and the **Labour Rate** will be specific to each dealer. The **Administrator** reserves the right to examine the **Vehicle** and failed part and to subject them to expert independent assessment to determine the amount to be paid in respect of a **Repair Request**. This will be subject to the **Repair Request Limits** and the terms and conditions of **Repair and Maintenance Plan**.
10. Services must be carried out in accordance with the schedule described in the service requirements section of this **Repair and Maintenance Plan** (page 12) - **You** must keep all the service invoices in the event of any **Repair Request**.
11. The mileage quoted on the **Agreement Form** does not guarantee this is the true distance the **Vehicle** has covered. Any incorrect mileage should updated with **Us**, the **Administrator** within 14 days from the date of this **Plan** going live as this can impact or delay **Our** repairs process.  
**You** can do this by contacting **Us** directly.
12. **Your Repair and Maintenance Plan** excludes any liability for death, bodily injury or loss of or damage to property other than the listed components or loss of use or any **Consequential Loss** of whatsoever nature.
13. No liability will be accepted for damage caused by:
  - Neglect;
  - Corrosion;
  - Water Ingress;
  - Any foreign matter getting into or onto a part;
  - Lack of servicing;
  - Over-heating or freezing;
  - Abuse;
  - Damage to parts not covered by this **Repair and Maintenance Plan**.

## TERMS & CONDITIONS

14. No liability will be accepted for: parts that have been fitted incorrectly, the effects of poor repairs, faults or defects at the time of the sale, parts that have been made or designed badly, parts not fitted as standard or optional extras by the manufacturer, unless cover for such items is agreed beforehand.
15. The **Administrator** may declare void any **Repair and Maintenance Plan** where the **Agreement Form** does not correctly show the exact **Vehicle** type, model, age and mileage. If **You** give incorrect information on the **Agreement Form, Your Repair and Maintenance Plan** may be void, or at the **Administrator's** option, allowed to continue subject to the payment and receipt of any additional fee that may be required to reflect the correct information.
16. If **You** have not kept to the conditions of the **Repair and Maintenance Plan, You** agree that **Your Repair Request** will be rejected and that **Your Repair and Maintenance Plan** will be cancelled. Refunds will be at the selling dealer's **Discretion**.
17. If **You** or a repairer makes a false or dishonest **Repair Request, Your Repair and Maintenance Plan** will be cancelled and legal action may be taken against **You**.
18. In the event of a **Repair Request** the **Administrator** reserves the right to call for a contribution from the **Repair and Maintenance Plan** holder for **Betterment** should the repaired **Vehicle** ultimately be in a better condition or have a better value than it enjoyed immediately prior to the **Repair Request**.
19. **You** cannot change the terms and conditions unless **You** have written **Agreement From** Autoguard Warranties Ltd.
20. If **You** are in breach of any of the terms of this **Repair and Maintenance Plan, the Administrator** may cancel this **Repair and Maintenance Plan** by giving 14 days notice by recorded delivery to the last known address of the **Repair and Maintenance Plan** holder.
21. No liability will be accepted for any **Consequential Loss** or damage to parts not covered by this **Repair and Maintenance Plan** where **Consequential Loss** is caused by a covered part.
22. The **Administrators** reserve the right to amend the **Repair and Maintenance Plan** details from each renewal year.
23. If the **Administrator** accepts that there is a **Repair Request** under this **Repair and Maintenance Plan** but there is a disagreement in respect of the amount to be paid, the disagreement will be referred to an independent arbitrator.
- In these circumstances the arbitrator's award must be made before there is any right of action against the company.
24. The Terms and Conditions and application details will be read as one **Repair and Maintenance Plan**. A word or expression to which a specific meaning has been attached will keep the same meaning wherever it appears unless specifically stated otherwise. A particular word or phrase, which is not defined will have its ordinary meaning.
25. Non-Disclosure, Misrepresentation or Misdescription - this **Repair and Maintenance Plan** is voidable if **You** or anyone acting for **You** fails to disclose, misrepresents or misdescribes any material fact. If the **Administrator** voids this **Repair and Maintenance Plan** they will void it in its entirety and no cover will apply. Any refunds falling within this scenario are at **Our** sole **Discretion**.
26. Should the **Vehicle** be involved in a total loss claim via **Your** own motor policy, this **Repair and Maintenance Plan** will become void and no refund will be offered.
27. No liability will be accepted for any **Repair Request**, if at the time of the reported failure, the **Vehicle** is being used in contravention of the current legislation with regards to MOT, **Vehicle** Excise Duty (Road Tax) and Motor Insurance.
28. Unless specifically agreed otherwise, the law that will apply is English law.
29. If **Your Vehicle** is found to be fitted with any form of fuel tamper device then **Your Repair and Maintenance Plan** will be void and no refunds will be issued.
30. Once a **Repair Request** has been notified, **You** will have 7 days in which to provide further information and or diagnostic evidence of failure of a covered component, in order for any **Repair Request** to be considered. If the **Plan** reaches its natural expiry date during or after this 7 day period, no **Repair Request** would be considered without written consent from the **Administrators**.
31. Multiple failures submitted at the same time will be considered and treated as one **Repair Request** with a single **Repair Request Limit**.
32. **Please note that Autoguard Warranties operates a strict zero tolerance verbal abuse policy when dealing with customers. Autoguard Warranties reserves the right to immediately cancel the customer's Plan, without any refund, in any situation where a customer delivers verbal abuse or threats in any medium, that are directed against a member of Our staff and or the business including sexual harassment in any form.**

## TERMS & CONDITIONS

### Exclusions

The Company shall not be liable for any **Repair Requests** arising thereby or indirectly caused or contributed by or in consequence of a loss;

1. (a) Occurring during the warranty or warranty period of any manufacturers or the dealer's excess period (if any) or where faults have developed during such period prior to the commencement of the **Repair and Maintenance Plan** (provided they were evident at that time) and which have not been completely rectified.
  - (b) Resulting from any modification to the **Vehicle** or the substitution of components by non-standard components or equipment not approved by the manufacturer of the **Vehicle**.
  - (c) If the odometer has been altered or disconnected or inoperative resulting in the misrepresentation of the **Vehicle's** actual mileage.
  - (d) Caused by or arising from:
    - (i) Overheating, corrosion or the gradual reduction in operating performance commensurate with the age and mileage covered by the **Vehicle**. This includes, but is not limited to:
      - (a) The gradual loss of engine compression necessitating the repair of valves or rings
      - (b) Gradual increase in oil consumption due to normal operating functions.
    - (ii) The use of a grade of fuel not recommended by the manufacturer of the **Vehicle** or the ingress of foreign matter into fuel, lubricants or cooling system. The use of inadequate or improper antifreeze protection.
    - (iii) Routine servicing maintenance or repair of the **Vehicle** or from negligence, abuse or wilful damage.
    - (iv) The subjecting of the **Vehicle** to a load greater than that permitted by the manufacturer's recommendations.
    - (v) Fire, self-ignition, lightning, earthquake, explosion, frost, storm, tempest, flood, water damage, theft or attempted theft, aircraft or other aerial devices or articles dropped there from or any extreme cause.
    - (vi) Any road traffic accident, collision or fire damage; including total loss of **Vehicle**.
  - (e) Involving components subject to recall or repair or replacement by the manufacturer or attributable to a manufacturer's design defect.
  - (f) Directly or indirectly caused by or arising out of war, invasion, act of foreign enemy, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection or military or usurped power, riot, civil commotion, strikes, lockout, confiscation or detention by customs or other officials or authorities, malicious intent or vandalism.
2. Local taxes, when repairs are completed outside of the UK.
  3. Any ancillary components or equipment not listed under the "What is Covered" section.
  4. **Mechanical Failure** due to lack of fuel, antifreeze, hydraulic fluids, grease or oils.
  5. Investigatory or remedial work commenced before authorisation by the **Administrator**.
  6. Costs incurred in routine servicing or repairs.
  7. Any parts, which have not failed but have been reported as requiring replacement during routine servicing and/or repairs or at the time of when a **Repair and Maintenance Plan** repair is in progress.
  8. Liability, which attaches to the **Repair and Maintenance Plan** holder by virtue of an agreement but which would not have attached in the absence of such agreement.
  9. Any **Vehicle** owned by a garage or its associated companies or by the proprietor of such garage or associated companies or by an employee or relative of such proprietor or component breakage occurring whilst the **Vehicle** is in the custody or control of such persons.
  10. Any liability for death, bodily injury or loss of or damage to property other than the covered components or loss of use or any **Consequential Loss** of whatsoever nature.
  11. Non-compliance with the conditions relating to the servicing of the **Vehicle**. Please refer to the dedicated servicing requirements outlined and applicable to this **Plan**.
  12. Any faults or defects deemed to have been present at the time of **Repair and Maintenance Plan** inception.
  13. The cost of any servicing or service items.

## AUTOGUARD ROADSIDE ASSISTANCE & RECOVERY WITH CALL ASSIST

**IN THE EVENT OF A BREAKDOWN CALL  
UK 01206 812 780**

### IN THE EVENT OF BREAKDOWN

Call **Our** emergency helpline on: -  
UK 01206 812 780

**Section A** – Roadside Assistance  
(see page 18 for full details)

**Section B** – Nationwide Recovery in the UK  
(see page 19 for full details)

**Section C** – Home Start in the UK  
(see page 19 for full details)

**Section D** – Misfuelling  
(see page 20 for full details)

**Section E** – Emergency Key Protection  
(see page 20 for full details)

**Section F** – What This Service Does Not Provide  
(see page 21 for full details)

Please be prepared to provide the operator with the following information:

- Your Plan agreement number
- Your name
- Exact location of Vehicle
- Nature of Breakdown
- Registration number of Vehicle



Call Assist Limited, Axis Court, North Station  
Road, Colchester, Essex CO1 1UX  
UK Breakdown Tel: 01206 812 780

**We** will then arrange for one of **Our** recovery operators to attend the given location, as quickly as possible.

**Our** helpline is available 24 hours a day, 365 days a year.

**LEVEL OF ASSISTANCE**  
As defined on **Your Agreement Form**.

**CHANGE OF ADDRESS**  
Assistance at **Your Home** is only covered at the address registered at inception. If **You** change address please notify **Us** immediately.

**PERIOD OF ASSISTANCE**  
The roadside **Breakdown** assistance is for the period as stated on **Your Agreement Form**.

Call Assist Limited operates the 24-hour motoring assistance helpline.

This document sets out the terms and conditions of **Your Autoguard** recovery and it is important that **You** read it carefully. There are different levels of assistance available.

## DEFINITIONS

### MEANING OF WORDS

Wherever the following words and phrases appear in bold in this document, they will always have the following meanings.

### WE, US, OUR

Call Assist Limited, Axis Court, North Station Road, Colchester, Essex CO1 1UX, Registered Company Number 3668383.

In the Data Protection Act section of this **Repair and Maintenance Plan 'We'** also means Autoguard Warranties Ltd.

### VEHICLE REPAIR AND MAINTENANCE PLAN

This **Repair and Maintenance Plan** includes **Breakdown** assistance for the specific **Vehicle** (or **Vehicles**) shown on **Your Agreement Form**. These are the only **Vehicles** that this assistance applies to.

### YOU, YOUR, DRIVER

The **Repair and Maintenance Plan** holder named on the **Plan** or any person driving the **Vehicle**, and any passengers in the **Vehicle**. (**We** will only help up to seven people, including the **Driver**.)

### VEHICLE(S)

**Vehicle** means the private car or motorcycle which is:

- no longer than 5.1 metres;
- no heavier than 3,500 kilograms;
- no higher than 1.95 metres; and
- no wider than 2.1 metres;

as shown on **Your Agreement Form**; this only applies under the **Vehicle Repair and Maintenance Plan**.

If the **Vehicle You** are in breaks down while **You** are towing a caravan or trailer, **We** will recover the **Vehicle** and the caravan or trailer, as long as the caravan or trailer is not more than:

- 8 metres long;
- 3 metres high; and
- 2.55 metres wide.

The assistance **You** hold will be set out in the accompanying **Agreement Form**. If changes are made, these will be confirmed to **You** separately in writing. Each section of assistance explains what is and is not included. The 'What is not covered' section applies to all sections of the assistance, and there are general conditions that **You** must follow so **You** are entitled to the assistance.

The **Vehicle You** are travelling in must carry a serviceable spare tyre and wheel, and a key that will let **Us** remove a wheel secured by wheel nuts for the **Vehicle**, caravan or trailer, if it is designed to carry one.

If the **Vehicle** is not carrying the equipment it is designed to, **We** will only be able to provide **You** with a local recovery.

### YOUR HOME

The last address (in the UK) **You** gave to Autoguard Warranties Ltd as being where **You** permanently live or where **You** keep **Your Vehicle**. **You** must have started out from **Your Home** on **Your Journey** for assistance to apply.

### BREAKDOWN

Not being able to use the **Vehicle** because of:

- a mechanical **Breakdown**;
- an accident;
- vandalism;
- a fire;
- a theft or an attempted theft;
- a flat tyre;
- a flat battery;
- it having no fuel; or
- putting the wrong fuel into it.

### TERRITORIAL LIMITS

UK, which is Great Britain, Northern Ireland, the Isle of Man and the Channel Islands.

### PERIOD OF ASSISTANCE

The period of time which the assistance applies to that is shown on **Your Agreement Form**.

### JOURNEY

A trip between **Your Home** in the UK and a place within the **Territorial Limits**. The trip must not be longer than 31 days in a row, or not more than 90 days in total during the **Period of Assistance**.

### LUGGAGE

Suitcases or other bags that contain personal belongings for **Your Journey**.

## TERMS & CONDITIONS

The assistance provided under each section is governed by the general conditions and the 'What this service does not provide' section' shown in sections F and G.

### HOW TO CONTACT US FOR HELP

To get UK emergency help, phone: 01206 812780.

Text messaging is available if **You** are deaf, hard of hearing or have speech difficulties. Please text **Your** full name, **Repair and Maintenance Plan** agreement number, **Vehicle** registration and **Repair and Maintenance Plan** postcode to 07537 404890.

**You** should have the following information available.

- The **Vehicle's** registration number
- **Your** name, **Home** postcode and contact details
- **Your Repair and Maintenance Plan** agreement number
- The make, model and colour of the **Vehicle**
- The location of the **Vehicle**
- An idea of what the problem is
- An SOS box number (if this applies).

**We** will take **Your** details and ask **You** to stay by the phone. Once **We** have made all the arrangements, **We** will call or text **You** to advise who will be coming out to **You** and how long they are expected to take. **You** will then be asked to return to **Your Vehicle**.

### SAFETY

Please take reasonable care at all times but stay near **Your Vehicle** until **Our** recovery operator arrives. Once **Our** operator arrives at the scene, please listen to their safety advice. If the police are present, please tell them that **You** have contacted **Us** or give them **Our** phone number to call **Us** for **You**.

### HELP ON MOTORWAYS

If **You** break down on the motorway, go to the nearest SOS emergency phone box. Ask the police to contact the 24-hour emergency helpline on the number shown above.

**You will only be able to use the services We provide by contacting the emergency helpline number.**

## SECTION A - ROADSIDE ASSISTANCE

### What is Included

- If the **Vehicle** breaks down more than one mile from **Your Home**, **We** will arrange and pay for a **Breakdown Vehicle** to come to the **Vehicle** (for up to one hour) to try to get it working again.
- If the **Vehicle** cannot be made safe to drive at the place **You** have broken down, **We** will arrange for the **Vehicle**, the **Driver** and up to six passengers to be recovered to one of the following locations, taking **Your** circumstances into account within 15 miles.
  - **Your** original destination;
  - **Your** original departure point; or
  - a suitable local garage for it to be repaired. **You** must pay the cost of any repairs\*.
- If **You** lose or break **Your Vehicle** keys, **We** will pay for the call-out and mileage back to **Our** rescue operator's base. **You** will have to pay all other costs.
- **We** will pass on up to two messages to either **Your Home** or place of work to tell them about **Your** situation.

### What is Not Included

- A **Breakdown** at or within one mile from **Your Home**.
- Travel outside the UK.
- Anything mentioned in the 'What this service does not provide' section (Please see section F).

*\*If the failed component falls within the scope of **Your Repair and Maintenance Plan** then the **Repair and Maintenance Plan Repair Request** procedure must be followed. **You** may then be able to get the repair cost partly or completely refunded.*

## TERMS & CONDITIONS

## SECTION B - NATIONWIDE RECOVERY IN THE UK

The assistance in this section applies as well as the assistance shown in section A.

### What is Included

If the **Vehicle** cannot be made safe to drive at the place **You** have broken down, and cannot be repaired the same day at a suitable local garage, **We** will choose the most appropriate solution from one of the following options, taking **Your** circumstances into account.

**Option 1: nationwide recovery:** If **You** ask, **We** will take the **Driver** and up to six passengers, together with the **Vehicle**, to either where **You** were originally travelling to or **Your Home** address. **We** will then arrange for the **Vehicle** to be taken to a suitable repairer for it to be repaired at **Your** cost, as long as this can be done in one **Journey**.

**Option 2: overnight accommodation:** **We** will pay the costs for bed and breakfast for one night only. **We** will pay up to £40 (inc VAT) for each person (up to a total of £280 (inc VAT per event)).

**Option 3: 24-hour UK hire Vehicle:** **We** will pay (up to £100) for a hire **Vehicle** (with an engine of up to 1600cc for up to 24 hours). **You** will be responsible for returning the hire **Vehicle** and collecting **Your** repaired **Vehicle**. **You** must meet the conditions of the hire-car company to be able to hire a car.

### EMERGENCY DRIVER

As well as the above, if during the **Journey**, the **Driver** cannot drive because of an injury or illness they have gained, and there is no one else able or qualified to drive the **Vehicle**, **We** will provide, and pay for, a **Driver** to finish the **Journey** or return the **Vehicle** and passengers to the place **You** were originally travelling from. **You** will need to provide a medical certificate for the **Driver** before **We** provide this service.

### What is Not Included

- A **Breakdown** at or within one mile from **Your Home**
- Travel outside the UK
- Anything mentioned in the 'What this service does not provide' section'. (Please see section F).

## SECTION C - HOMESTART IN THE UK

The assistance in this section applies as well as the assistance shown in sections A (and B).

### What is Included

- If the **Vehicle** breaks down anywhere at or within one mile from **Your Home**, **We** will arrange and pay for a **Breakdown Vehicle** to come to where **You** are for up to one hour to try to get the **Vehicle** working again.
- If the **Vehicle** cannot be made safe to drive at the place **You** have broken down, **We** will arrange and pay for the **Vehicle**, the **Driver** and up to six people to be taken to a suitable local garage (normally within 15 miles), for it to be repaired. **You** must pay the costs of any repairs.

### What is Not Included

- Travel outside the UK.
- Anything mentioned in the 'What this service does not provide' section. (Please see section F).

## TERMS & CONDITIONS

### SECTION D - MISFUELLING

The assistance in this section applies as well as the services shown in section A (and B, C).

#### What is Included

We will pay for the following if **Your Vehicle** is subject to misfuelling in the United Kingdom. The following services are available both on the forecourt, where safe and achievable to do so, and once the **Vehicle** has been driven away:

- **Draining and flushing the fuel tank** using a specialist roadside **Vehicle** or recovery of the **Vehicle**, the **Driver** and up to six passengers to the nearest repairer to drain and flush the fuel tank. Refuelling the fuel tank with up to 10 litres of the correct fuel. A maximum value of £250 per call out applies in any **Period of Assistance**. **You** will be responsible for paying any costs in excess of £250 per call out.
- We will only assist with up to two misfuelling call outs each year.

#### What is Not Included

- Where the misfuelling occurs outside the United Kingdom.
- Any assistance resulting from foreign matter entering the fuel system except for diesel or petrol.
- Mechanical or component damage to **Your Vehicle** whether or not caused as a result of misfuelling, the cost of hiring an alternative **Vehicle** in the event mechanical or component damage is sustained.
- Any defect arising directly and/or indirectly as a result of misfuelling or a defect which existed before the incident of misfuelling.
- Fuel above the first 10 litres.
- Anything mentioned in 'What this service does not provide' section and General Conditions. (Please see Section F).

### SECTION E - EMERGENCY KEY PROTECTION

The assistance in this section applies as well as the assistance shown in sections A (and B, C, D).

#### What is Included

- **Theft or loss of Your keys** - if **Your Vehicle** keys are stolen or lost anywhere in the UK, including Channel Isle and Isle of Man, **You** must report stolen keys to the police, obtaining a crime reference, and both lost and stolen keys to Call Assist who will arrange for a suitable contractor to attend the scene. Upon validation of **Your** call out **We** will reimburse **You** for the cost of **Your** key or lock replacement up to the **Repair and Maintenance Plan** limit of £500.
- **Broken or locked in keys** - if **Your** keys are locked in **Your Vehicle**, house or office or broken in any lock denying **You** access to **Your Vehicle**, **You** must report this event to Call Assist who will arrange for a suitable contractor to attend the scene and upon validation of **Your** call out **We** will reimburse **You** for the cost of gaining access and if necessary provide reimbursement for a replacement key, or repair or replacement of the damaged lock, up to the **Repair and Maintenance Plan** limit.
- **Stranded due to theft or loss of Vehicle key** - if **You** are stranded more than 20 miles away from **Home** by theft or loss of **Your Vehicle** keys and have no access to **Your Vehicle** **We** will pay £75.00 per day including VAT for **Vehicle** hire, for up to 3 days. As an alternative, public transport or taxi fares may be payable. Call Assist must be notified of the circumstances first and any car hire must be arranged through them.

## TERMS & CONDITIONS

### SECTION F - WHAT THIS SERVICE DOES NOT PROVIDE

#### THIS SECTION APPLIES TO ALL PARTS OF THIS REPAIR AND MAINTENANCE PLAN'

#### We will Not Provide Assistance for the Following

1. Any **Breakdown** that happens during the first 24 hours after **You** take out assistance for the first time, except for the service shown under section A, which are available immediately.
2. The cost of fuel or any spare parts needed to get the **Vehicle** working again, or any costs that arise from not being able to get replacement parts. **You** will be responsible for the cost of draining or removing contaminated fuel.
3. The cost of paintwork and other cosmetic items.
4. Labour costs for more than one hour of roadside help.
5. Any **Breakdown** or recovery outside the **Period of Assistance**.
6. The cost (and guaranteeing the quality) of repairs when the **Vehicle** is repaired in any garage the **Vehicle** is taken to.
7. Any costs for **Vehicles**, which have not been maintained and used in line with the manufacturer's recommendations.
8. Any call-out or recovery costs in the UK after a **Breakdown** where the police or other emergency services insist on the **Vehicle** being picked up immediately by another organisation. **You** will have to pay, by credit or debit card, any fees to store or release the **Vehicle**.
9. Any toll or ferry fees incurred by the **Driver** or the **Driver** of the recovery **Vehicle** whilst transporting **Your Vehicle** unless the **Breakdown** occurs in Europe and valid European assistance is held, in which case these fees would be included by the **Repair and Maintenance Plan** with the repatriation of the **Vehicle**.
10. Help or recovery if the **Vehicle** is partly or completely buried in snow, mud, sand or water.
11. Damage or costs that arise from **Us** trying to get into the **Vehicle** after **You** have asked for help.
12. Losses of any kind that come from providing, or delaying providing, the services this assistance relates to. (For example, a loss of earnings, the cost of food and drink and costs **We** have not agreed beforehand.)
13. Loss or damage to personal possessions **You** leave in **Your Vehicle**.

#### What is Not Included

- All costs incurred where **You** have not notified Call Assist within 48 hours of discovery of the incident.
- Any call out for theft of keys which is not reported to the police within 48 hours of the incident and a crime reference number obtained.
- Keys lost, or broken in a lock by someone other than **You**.
- Keys stolen from someone other than **You**.
- Any call outs where **You** cannot provide valid receipts or tickets.
- Any car hire not arranged via Call Assist.
- Any car hire charges after the third day of hire.
- The balance of transport over the maximum limit of £75 a day.
- Any call out for replacing locks when only parts need changing.
- Any call out for damage to locks by **Wear and Tear**, mechanical or electrical **Breakdown**, cleaning, repairing, restoring or anything which happens gradually.
- Any call out for additional or duplicate keys.
- Locks that are damaged prior to the loss or theft of keys.
- Replacement locks or keys of a higher standard or specification than those replaced.
- Charges or costs incurred where Call Assist arranges for the attendance of a contractor at a particular location and **You** fail to attend.
- Charges or costs incurred where **You** make alternative arrangements with a third party once Call Assist has arranged for a contractor to attend a particular location unless otherwise agreed by **Us**.
- Loss or damage to any other property other than **Your** keys and locks.
- Any loss of earnings or profit **You** may suffer as a result of loss or theft of **Your** keys or any keys broken in the lock.
- Any assistance arising from any deliberate or criminal act by **You**.
- Any assistance where **You** have not taken all steps to safeguard the insured keys and locks.
- Anything mentioned in 'What this service does not provide' and General Conditions.

## TERMS & CONDITIONS

14. Moving animals. **We** will decide whether or not to move any animal from the **Vehicle**, and if **We** agree to do this, it will be completely at **Your** own risk and cost.
15. Any costs for **Vehicles** that have broken down or were not safe to drive when assistance was taken out.
16. The costs of getting a spare wheel or tyre for a roadside repair if the **Vehicle** does not have one. **We** will not pay the costs of arranging for a wheel that is secured by locking wheel nuts to be removed, if the **Driver** is not able to provide a key to do this.
17. The recovery of the **Vehicle** and passengers if repairs can be carried out at or near the scene of the **Breakdown** within the same working day. If recovery takes place **We** will only recover to one address in respect of any one **Breakdown**.
18. Any costs if the **Vehicle** has been altered for, or is taking part in, racing, trials or rallying.
19. Any cost that **You** can get back under any other insurance policy or under the service provided by any motoring organisation.
20. Recovering the **Vehicle** when it is carrying more than a **Driver** and the recommended number of passengers according to the manufacturers' specifications, if there is more weight in the **Vehicle** than it was designed to carry or **You** are driving on unsuitable ground.
21. Any request for service where **You** have not taken remedial action within two working days after a previous **Breakdown** or temporary repair.
22. Recovery or help if the **Vehicle** is heavier than 3,500 kilograms, longer than 5.1 metres, higher than 1.95 metres or wider than 2.1 metres.
23. Recovery or help if **You** are hiring the **Vehicle** out to carry people in return for money, unless **We** have agreed this with **You**.
24. **Vehicles** that have faults with electric windows, sunroofs, wipers, heaters, de-misters or locks not working, unless the fault happens during the course of a **Journey** and this affects **Your** Safety.
25. Recovery or help if the **Vehicle** is being used to carry commercial goods.
26. Any call out that comes from:
  - any person driving the **Vehicle**, if **You** know they do not have a valid licence to drive in the UK; or
  - any person driving the **Vehicle**, if they are not authorised by **You** to drive the **Vehicle** or are not keeping to the conditions of their driving licence.
27. Any use that comes from a poor-quality repair or a repair that has been attempted without **Our** permission during the same trip.
28. Any loss or damage caused to the **Vehicle** or any loss or cost arising from or contributed to by:
  - ionising radiation or radioactive contamination from any nuclear fuel or from any nuclear waste which results from burning nuclear fuel; or
  - the radioactive, toxic, explosive or other dangerous properties of any nuclear machinery or any part of it.
29. Loss or damage caused by war, revolution or any similar event.
30. Delays or failure in delivering service to **You** due to any extraordinary event or circumstance which is outside **Our** reasonable control, such as severe weather conditions.
31. Mobile phone, phone call and postage costs are not provided under **Your Repair and Maintenance Plan** in any circumstances.
32. If **You** put the wrong fuel in **Your** car, **You** will be entitled to recovery only as shown in section A.
33. Any costs relating to the caravan or trailer if the caravan or trailer is not attached to the **Vehicle** at the time of the **Breakdown**.
34. **We** will not provide assistance or provide any service if doing so would expose **Us** to any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of the European Union, United Kingdom or United States of America.

### SECTION G - GENERAL CONDITIONS APPLYING TO ALL PARTS OF THIS REPAIR AND MAINTENANCE PLAN

1. The **Vehicle** must be permanently registered in the UK and, if appropriate, have a current MOT certificate and valid road fund licence or tax. The **Vehicle** should be kept in a good condition and have been serviced regularly in line with the manufacturer's recommendations. It must be less than 16 years old since first registration (11 years since first registration if **You** want help within Europe).
2. **We** can ask for proof of outbound and inbound travel dates.
3. If **We** arrange for temporary roadside repairs to be carried out after damage to the **Vehicle**, or **We** take the **Vehicle** to the place **You** have chosen, **We** will not be legally responsible for any more help in the same incident.

## TERMS & CONDITIONS

4. **We** have the right to refuse to provide a service if **You** or **Your** passengers are being obstructive in allowing **Us** to provide the most appropriate help or if **You** or they are abusive to **Our** rescue controllers or **Our** recovery operators.
5. **We** will not provide any service unless **You** contact **Us** using the emergency phone numbers provided. **You** must not try to **Plan** any agent or repairer direct.
6. **You** are responsible for keeping the **Vehicle** and its contents safe, unless **You** are not able to or **You** have an arrangement with **Us** or **Our** agent. **You** must be with the **Vehicle** at the time **We** say **We** expect to be there.
7. **You** must quote **Your Plan** agreement number when **You** call for help and have the relevant documents needed by the repairer, recovery specialist or **Our** chosen agent.
8. **You** will have to pay the cost of moving the **Vehicle** or a repair **Vehicle** coming out to **You** if, after asking for help which **You** are entitled to, the **Vehicle** is moved or repaired in any other way, or **You** have provided location details which are incorrect. The payment must be by credit or debit card.
9. **We** are not responsible for any actions or costs of garages, recovery firms or emergency services carrying out work or acting on **Your** instructions or the instructions of any person acting on **Your** behalf. **You** are responsible for ensuring the quality of any repair.
10. If **We** pay a call out under any assistance provided by this **Repair and Maintenance Plan**, **We** will be entitled to ask for all reasonable help from **You** to take action in **Your** name to get back **Our** costs from another organisation.
11. Costs incurred in addition to a standard callout where service cannot be undertaken at the roadside because the **Vehicle** is not carrying a serviceable spare wheel, aerosol repair kit, appropriate jack or, the locking mechanisms for the wheels are not immediately available to remove the wheels. This does not apply to motorcycles or scooters.
12. **We** have the right to choose a suitable garage that can carry out a repair, which **You** must pay for, as long as the garage can carry out the repairs within the time limits **We** have given. **You** must make the payment by credit or debit card.
13. If **You** agree to a temporary roadside repair, **You** will be responsible for any costs or any damage to the **Vehicle** it suffers if **You** continue to drive the **Vehicle** as if a permanent repair had been carried out. **You** acknowledge that a temporary roadside repair is aimed only to allow **You** to drive the **Vehicle** to a suitable facility so a permanent repair can be carried out.
14. If the **Vehicle** needs to be taken to a garage after a **Breakdown**, the **Vehicle** must be in a position that makes it reasonable for a recovery **Vehicle** to pick it up. If this is not the case, **You** will have to pay any specialist recovery fees by credit or debit card.
15. **You** will have to pay, by credit or debit card, for any parts or other products used to repair the **Vehicle**.
16. **We** will not arrange for help if **We** think that it would be dangerous or illegal to repair or move the **Vehicle**.
17. If **You** are covered for **Breakdown** by any other insurance policy or warranty, **You** must tell **Us**.
18. If **You** are not willing to accept **Our** decision or **Our** agents' decision on the most suitable type of help, **We** will not pay more than £100 for any one **Breakdown** and **You** will be responsible for any other costs due in recovering and repairing **Your Vehicle**.
19. **We** cannot guarantee that hire cars will always be available and **We** are not responsible if they are not available. **We** will do **Our** best to arrange a **Vehicle** of the same size as **Yours**, but **We** cannot guarantee that there will be tow bars, bike racks, roof boxes, or accessories included. **You** must meet the conditions of a hire-car company to hire a **Vehicle**.

### OUR PROMISE

**We** want to give **You** the best possible service. If **You** are not happy with **Our** service, the procedure below explains what **You** should do.

### COMPLAINTS PROCEDURE

To make a complaint please write to:

Customer Services, Call Assist Limited, Axis Court, North Station Road, Colchester, Essex CO1 1UX.

Please include the details of **Your Repair and Maintenance Plan** and in particular **Your Plan** agreement number, to help **Your** enquiry to be dealt with speedily.

**We** promise to:

- Acknowledge **Your** complaint within three working days of receiving it;
- Have **Your** complaint reviewed by a senior member of staff;
- Tell **You** the name of the person managing **Your** complaint when **We** send **Our** acknowledgement letter; and
- Respond to **Your** complaint within eight weeks. If this is not possible for any reason, **We** will write to **You** to let **You** know when **We** will contact **You** again.

## TERMS & CONDITIONS

### DATA PROTECTION ACT

#### YOUR PERSONAL INFORMATION

We (defined in the policy wording as Call Assist Ltd, who acts as Joint Data Controller together with Autoguard Warranties) use, maintain and collect personal information in order to provide the service detailed within this **Repair and Maintenance Plan**. All personal information is safeguarded with appropriate levels of security and in accordance with prevailing Data Protection legislation which may include the Data Protection Act 1998, the General Data Protection Regulation (EU) 2016/679 (the GDPR) and all other Applicable Laws in addition to any successor or replacement legislation relating to the processing of personal data.

### PRIVACY NOTICE

The details provided here are a summary of how We use, collect, share, transfer and store Your information. For Our full Privacy Policy please follow this link - [www.call-assist.co.uk/privacy-policy](http://www.call-assist.co.uk/privacy-policy). Enquiries in relation to data held by Us should be directed to the Data Protection Officer, Call Assist Ltd, Axis Court, North Station Road, Colchester, Essex, CO1 1UX or by emailing [DPO@call-assist.co.uk](mailto:DPO@call-assist.co.uk).

For the full Autoguard Warranties Privacy Policy please follow this link - [www.autoguardwarranties.com/privacy-policy](http://www.autoguardwarranties.com/privacy-policy).

### SHARING YOUR INFORMATION

We will only share Your information in the following circumstances:

- It is with the regulatory bodies, including but not limited to the Financial Conduct Authority ("FCA"), Financial Services Authority ("FSA"), Financial Services Commission ("FSC")
- It is with fraud prevention and credit reference agencies
- It is required by law
- It has been authorised by You
- It is provided to Recovery Operators or other suppliers as required to fulfil Our contractual and legal obligations in this **Repair and Maintenance Plan** and in which case Your personal information will be limited to the minimum information ordinarily required for service provision: additionally, these suppliers will only be able to use Your information to provide the specific service described in this **Repair and Maintenance Plan**.

## DEFINITIONS

The words or expressions detailed below have the following meaning wherever they appear in this **Repair and Maintenance Plan**.

### Absolute Discretion

Refers to Our complete authority to make responsible decisions that are fair, transparent, and aligned with the best interests of all parties, in accordance with the terms and conditions outlined in this booklet.

### Administrator

Autoguard Warranties Ltd, Building 5, Archipelago Office Park, Lyon Way, Camberley, Surrey GU16 7ER. Registered company number 6574030.

### Agreement Form

Confirmation of the Vehicle, the **Repair and Maintenance Plan** holder's details, **Repair and Maintenance Plan** duration, type of cover selected and **Repair Request Limit** applicable.

### Autodata

An industry reference, including but not limited to **Autodata**, Glasses Guide etc. for the confirmation of repair times and service requirements used extensively by the motor industry.

### Betterment

Is a contribution from the **Repair and Maintenance Plan** holder where the repaired Vehicle ultimately will be in a better condition or have a better value than it enjoyed immediately prior to the **Repair Request**.

### Consequential Loss

Any other costs which are directly or indirectly caused by the event which led to Your **Repair Request** unless specifically stated in this **Repair and Maintenance Plan**.

### Labour Rates

Shall mean what a Vehicle repairer can charge by the hour to cover their labour costs, subject to the maximum **Labour Rate** stated on Your **Agreement Form**.

### Mechanical Failure

Shall mean internal failure which is hereby defined as the actual **Mechanical Failure** or breakdown of an item listed under the 'What is Covered' section which results in the sudden stoppage of its normal functions and which necessitates repair or replacement to resume those functions. Failure, which ultimately results from **Wear and Tear** is excluded from the scope of cover afforded by this **Repair and Maintenance Plan**.

### Period of Cover

The **Repair and Maintenance Plan** commences on the date shown on the **Agreement Form** or with new Vehicles on the expiry of the manufacturer's warranty period. The duration of Your **Repair and Maintenance Plan** is also stated on the **Agreement Form**.

### Repair and Maintenance Plan

The **Repair and Maintenance Plan** is a pre-paid Plan, delivering any servicing, repairs and/or maintenance over the specified period subject to the terms and conditions outlined in this booklet. The Plan is between You, the legal owner of the Vehicle as named on the **Agreement Form** and the Administrator. By accepting this Plan You are indicating Your willingness to enter into a Plan that covers the Vehicle, should it require a repair, as defined by the length of Plan and the **Repair Request Limit** as detailed on the **Agreement Form**.

Please note that this **Repair and Maintenance Plan** is not an insurance product.

*This **Repair and Maintenance Plan** does not affect Your legal rights under the Consumer Rights Act 2015. You can get advice about Your rights from Your local Citizens Advice Bureau or Trading Standards Service.*



## NOTE

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Please note, shortly before your renewal date we may attempt to contact you as a reminder and as part of our continued service to you, to explore any renewal options you may wish to consider.

## THE AUTOGUARD APP

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Easily access and manage your Autoguard cover anytime, anywhere. With the Autoguard App, you can view your policy details, monitor your products, and stay in control — all at the touch of a button. Designed for convenience, the app puts everything you need right at your fingertips.

1

### Scan the QR Code

Or find us on the **Apple App Store**, or on the **Google Play Store**, by searching "Autoguard"



2

### Download and Install the Autoguard App

3

### Register your Account within the Autoguard App

4

### Link your Plan within the Autoguard App

5

### Enjoy the Benefits of; Real Time Updates, Servicing Reminders and much more



# 03432 271 499

## [www.autoguardwarranties.com](http://www.autoguardwarranties.com)

Building 5, Archipelago Office Park, Lyon Way, Camberley, Surrey, GU16 7ER